Item	Comment	Freq	Action	Justification
UAA WEB SITE	no problems with web site	3	n/a	n/a
			Try the new website address of	
	Web site is cumbersome and slow		http://uaa.nps.gov	
	I have a problem with my size. Special order. I first order is June. Fax order in, thirty days late			
	they return my paperwork and told me not			Spoke with contractor to add more
VF SOLUTIONS WEB SITE	enough time to order. I'm still waiting on long sleeve shirts.		n/a	information on Cut to Order and Made to Measure items.
WES ONE	I have only had two times an item was back			
	ordered for long periods of time. I received the wrong size and had to return both times.		Please contact your Division Rep when you have problems like this.	n/a
	wrong size and had to return both times.		nave problems like this.	IVA
UNIFORM ITEMS	No consistency in sizing from order to order		Try them on and put note in comments as they are sent back.	Contractors Customer Service may be able to help. 1-800-545-6291
ON ON ON ON	Two consistency in sizing from order to order		are sent back.	Contractor has been able to match all
				outerwear "earth green" shades. This took
	Different shades of green	5	The contractor has corrected this problem.	the contractor a great deal of effort and the results are very positive.
	Feel there are too many items in the		The contractor has corrected this problem.	results are very positive.
	program/need to delete some		You are in the extreme minority.	n/a
	Gore-tex overshell shoulder area appears to		Both the website and the catalog have instructions for clearing (rejuninating) Gore	
	need a bit more waterproofing		Tex.	This will help with the waterproofing.
	Ordered fleece jacket: it was backordered and when it came in charged the new, higher price		This issue has been resolved.	n/a
	when it came in onargou the new, mg. or price		This issue has been received.	
				When the Insulated coveralls were in the system, we found it very difficult to fit
	Driver has letter in sulated assumed		The committee of the co	everyone due to varying torso lengths. The
	Bring back the insulated coveralls		The committee recommended against this.	bibs and jacket do not have that problem.
	Add black accessories, i.e. gloves, socks,			The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or
	scarves, ear muffs, etc. (could even add badge			raingear. Some of these items may be
	holders, wallets, etc.)/This would help balance out the allowance "leftovers"		The committee recommended against this.	authorized for purchase with project funds if they are safety related.
	Need to change pins on the back of the			
	nameplate to the type on the badge		The committee recommended against this.	Isolated comment. The Corps Uniform contract does not supply
	Gloves were available on the Corps web site,			gloves, scarves, underwear, socks, or
	but when I tried to order they said it was a mistake, that was for the Park Servicewhy			raingear. Some of these items may be authorized for purchase with project funds if
	can't we have them?		n/a	they are safety related.
			The committee has asked the contractor to	
	Shorts are too long and baggy; not comfortable for patrol	2	provide examples of shorts to replace the existing shorts	The contractor is exploring this issue.
			Due to lack of demand, this is a Cut to Order	Contractor will put more information on
	Need to add a women's size four short Shorts need to be designed for bike and trail	2	size. The committee has asked the contractor to	website about Cut to Order sizes.
	patrol: they are uncomfortable for areas of high		provide examples of shorts to replace the	
	humidity		existing shorts	The contractor is exploring this issue.
	In 2004 VFC representative told us a polo shirt			
	was approved and would be added to the site. This has not happened. Did this item go away?		The committee continues to work on the polo shirt.	We hope to have it available this fiscal year.
				After much debate, the committee
				recommended that we continue with the
			The committee recommended against this	American Flag Pin on the left collar point for shirts and outerwear. The cost of
			item.	implementing a complete changeover to include an American Flag patch on the
	Can we get a Corps castle pin to go one side of			uniform shirt and outerwear was considered
	our collar and a US pin on the other?			too high.
	Can we get a smaller patch on our hats?		We will explore this issue with the contractor.	n/a
	Can we get an embroidered castle (only) on our		We will explore this issue with the contractor	n/a
L	hats?	l	We will explore this issue with the contractor.	n/a

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			The committee recommended against this	
	Can we get a Corps castle belt buckle?		item.	n/a
	Would like to see a larger castle on the tie bar		The committee recommended against this item.	Isolated comment.
	Can we get a castle on the back of the new jackets?		The committee recommended against this item.	Isolated comment.
	Would like to see a better turtleneck; the current one does not keep its shape; the necks stretches out and are loose		The committee is exploring this issue.	n/a
	Get rid of the Campaign hat. From what I understand rangers used to wear a Stetson. If we are not to present an LE presence why do we have a hat just like local LE except for the color?		The committee recommended against this item.	The Stetson you refer to was the "Sheriff's Deputy" model. The campaign hat is based on the Army hat of the early 1900's not local LE.
	they only make one type (regular) trousers and need to have a relaxed or loose fit	2	The committee recommended against this item.	Isolated comment.
	Hard to get a work jacket to fit women. Ordered small regular (too big), then small short (sleeves were too short, but fit otherwise), then ordered small short (a little large but keeping it) Women's trousers are designed too small in the waist. If I order a bigger size then the pants		Understand that Unisex sizing is not perfect, but most efficient in the long run.	Unisex sizing is a matter of economy. Overall costs are kept lower by not having to stock as much merchandise. If you are having problems with fit, project funds may be available for alterations. This style trouser resolved more problems than it created. Wearing the men's trousers
	(legs) are too big! The trousers are made of cheap material. They		no action	is an option.
	pick easily.		Please be more specific.	n/a
	Trouser hem is still 1/4 of an inch.		no action	The committee and the contractor received numerour complaints about the hems tearing out of the duty trousers. Employees' boot "hooks" were tearing out the hidden hem, therefore the contractor changed the hem to this newer style.
MATERNITY UNIFORM	Option to wear shorts during the summer camping season		The committee recommended against this item.	Shorts were added to the program for specific situations. Permission to wear the shorts in other situations has not been granted by HQ.
	Shorter sleeve on women's maternity duty shirt		The committee recommended against this item.	n/a
CUSTOMER SERVICE	No problems with web site	2	n/a	n/a
	When something is on backorder, they held my whole order for a month before shipping. I thought they were supposed to send the rest of the order		Please send specifics of order. You are correct that they should not have done this.	Contact your Division Rep
	Satisfactory		n/a	n/a
SUCCESS STORIES	The shorts fit much better! Just add smaller sizes than 6.		n/a	n/a
	Thank you for making the uniform belt fit through the women's pants belt loops.		n/a	n/a
	The new women's pant fit much better and appear to wear better. The previous ones had creases that didn't last.		n/a	n/a
	The new outerwear vest are very nice; softer and better fitting than the last ones.		n/a	n/a

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